

## USING THE DCF TRANSLATION AND INTERPRETATION CONTRACT

DCF partnered with DHS and DWD to create a combined contract for written translation, telephone interpretation and in-person interpretation services. This contract is mandatory for DCF users. Each of the three types of service resulted in a qualified list of contractors. You are expected to use the most cost effective contractor on the list that meets your needs. See instructions for each specific type of service below.

### [CFJ0057 Translation/Interpretation Contract](#)

#### **Written Translation**

DCF [LEP Policy 503](#) provides the guidelines by which you can determine if a document requires translation.

Once you determine a document requires translation, open the [Section A Written Qualified Contractors List](#) link. Along the bottom of the document, notice there are separate tabs for “core” languages identified by the agency as most frequently used. There is also one tab for “non-core” languages. Contractors must charge the same rate for any non-core language. You may negotiate down the rate for more common non-core languages, but they may never charge above that rate. And the final tab in every workbook is the Vendor Detail tab. There you will find vendor contact information, languages offered, and what other services they are authorized under this contract to provide.

The contractors on each worksheet are sorted in order of price, lowest to highest, for the most part. Column B indicates whether the contractor is a certified MBE. Those contractors may be given a 5% preference in pricing. Column C indicates if there are any special proficiencies claimed, such as medical translation. Columns K-M indicates if the contractor offers a discount for the same document being translated into multiple languages. That discount is applied to the entire cost of translation services. There is also pricing for proof only or layout services, if those services are needed.

Staff are encouraged to use the [Section A Written Service Request Form](#) when transmitting their translation to whatever contractor they determine to be most cost effective. This form spells out for the contractor in writing the expectations for that translation and provides proper billing information. Transmission of work is generally done via email and the finished product is to be returned in the file format submitted unless otherwise specified by the user.

#### **What if there are problems with the translated documents?**

Translation is a very subjective process. Just as there are several ways to say the same thing in English, so to is it in other languages. The same document may translate differently, not only from contractor to contractor, but even from translator to translator. If you get back a document that you have concerns about how they translated a word or phrase, contact the contractor and ask them to correct it. Corrections must be done at no additional charge.

What some agencies, such as DHS, have done is to create a Glossary of Terms. It is a collection of common terms for their programs that they expect to have translated a certain way.

This is done to maintain consistency through all their forms and publications. The Glossary is submitted with the order and is a common industry practice.

## **Telephone Interpretation**

Telephone Interpretation Services are covered under this contract. The list of contractors and their pricing can be found on the contract under [Section B Telephone Qualified Contractors List](#). Again pricing is on the first tab and Vendor Detail is on the second tab of the workbook. Because these services must be set up in advance and to maintain consistency through the agency, DCF has selected [Language Line Services \(LLS\)](#) as its primary contractor to provide interpretation services for the Department. Provided here are links to additional information on language line services and how to obtain them.

- [Quick Reference Guide](#) – This is a one-sided sheet with instructions for using LLS with tips for effective use for telephone interpreters at the bottom of the page.
- [Language ID Display](#) – commonly called “Language Identification Card” The displays are 8 ½ X 11 and inform our LEP clients that they have the right to an interpreter in the top 23 languages spoken in the U.S.
- [Language ID Brochures](#) (new information is attached below) – The brochures are used to assist you in identifying which language a client speaks when they are not able to verbalize it themselves. It covers 97 languages and is grouped by geographic regions. It states, “Point to your language. An interpreter will be called in” each of these languages.

Each division in the department has their own unique customer code that is needed to obtain services. These codes ensure the billing is to the correct program areas and funding sources for these services.

### **Billing Codes for LLS Services:**

Secretary’s Office (SO)	531296
Division of Enterprise Solutions (DES)	531295
Division of Early Care Education (DECE) (not MECA)	531294
Division of Family Economic Security (DFES)	531297
Division of Safety and Permanence (DSP) (not BMCW)	531293
Division of Performance and Quality Assurance (DPQA)	531292
Bureau of Milwaukee Child Welfare (BMCW)	531287
Bureau of Milwaukee Early Care Administration (MECA)	531291

In the event of an emergency, if Language Line is unable to provide the services needed, you may contact one of the other lowest priced contractors on the list.

## **In-Person Interpretation**

In-Person Interpretation services are also covered under this contract. If you require in-person services, open the [Section C In-Person Qualified Contractors List](#) link. Along the bottom of the document, notice there are separate tabs for “core” languages identified by the agency as most frequently used. There is also one tab for “non-core” languages. Contractors must charge the same rate for any non-core language. You may negotiate down the rate for more common non-core languages, but they may never charge above that rate. And the final tab in every workbook is the Vendor Detail tab. There you will find contractor contact information, languages offered, and what other services they are authorized under this contract to provide.

Because these services might be required any where in the state of Wisconsin, bidders were allowed to specify where they were able to provide services. The state was broken into 8 regions. The second to last tab, Service Location, shows all 8 regions and the counties included in each.

The contractors on each worksheet are sorted in order of price, lowest to highest, for the most part. Once you’ve selected the worksheet for your specific language, you can select the most cost effective contractor that will serve your region and county. Column D indicates if that contractor can provide services 24/7/365. Column E indicates if the contractor can provide an interpreter in less than 24 hours notice. Column F indicates if there are any special proficiencies claimed, such as medical interpretation. Column G indicates whether the contractor is a certified MBE. Those contractors may be given a 5% preference in pricing.

Contractors may charge for actual travel time for short-term assignments, but may not exceed 2 hours of travel time per shift without prior approval by the agency. Assignments that last 5 or more shifts (same language, same location) are considered long-term assignments and may not charge travel time. Note that hourly rates vary for short-term (columns H-J) and long-term (column K) assignments.

Contractors may charge a one time fee if we schedule with less than 24 hours notice. With that in mind, be sure to schedule shifts as far in advance as possible.

Contractors that are able to provide WI Court Certified interpreters may charge an add-on to the normal hourly rate (column M) only if we specifically request the interpreter be WI Court Certified.

Staff are encouraged to use the [Section C In-Person Service Request Form](#) when transmitting their requests to whatever contractor they determine to be most cost effective. This form spells out for the contractor in writing the expectations for that service and provides proper billing information.